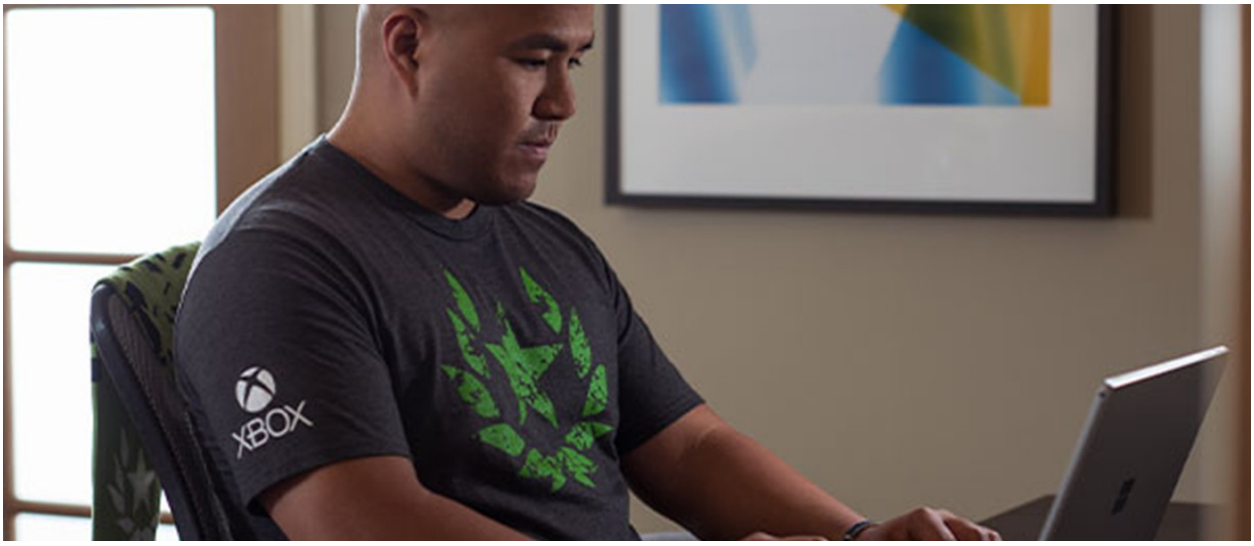

Putting feedback into action

Announcements Mister Taxel Feb 12, 2019

Hey Xbox Ambassadors! Mister Taxel here writing to share something near and dear to my Ambassador heart—the importance of feedback from the Xbox Ambassadors community and the way your input guides our decision making as a program. The Community Managers have recently received sentiment from some Ambassadors that the program isn't always acting on the feedback we get, and we are aware that this Chat announcement may reinforce that feeling for some.

What we've done

We're committed to driving this program forward, and we cannot do that without community feedback and suggestions. We introduced the Community Manager position in April 2018 to ensure that we have staff who are dedicated to understanding how our community feels and what our community wants. We have published First, Next, and, Last 30 Days blogs to streamline more consistent update-worthy communications, and broadcasted Season Preview and Season Recap streams. However, we feel that we can do even more to show Ambassadors that we are listening and that their feedback does influence the features and activities we build and improve upon.

How we're doing more

We've published a forums thread that details much of the feedback our team has collected and gives insight into how those requests guide our priorities and projects. We will update it monthly so Ambassadors have a good

understanding of what is coming next for the Xbox Ambassadors program, as well as what isn’t.

Until today, this has been an internal document that we, as a team, reflect on weekly. We’re sharing it with the community to demonstrate that we act on your feedback and that it’s crucial in shaping the future of the program.

Please be sure to bookmark this forum thread and reference it often when you think of great feedback you want to share with your Community Manager.

Thank you

I’d like to extend a heartfelt thank you to all Ambassadors whose feedback makes up the Ambassador-facing Feedback Tracker. While your gamertags aren’t specifically listed (a lot of you had similar ideas!), the Xbox Ambassadors Team is deeply grateful for your input and we’d love for you to keep telling us what you’d like to see. For those of you whose feedback has not yet been implemented, please be patient and keep in mind that not every request is going to be a feature or improvement of the program, especially when requests from some Ambassadors counter suggestions received from other Ambassadors. With that said, we always have and always will do our best to make this program as reflective of your feedback and suggestions.

My hope is that Ambassadors will view this thread, see that voices have been heard, and be inspired by what they see to add their own suggestions. If you’ve given us feedback in the past and you don’t see it represented in the thread, please reach out to your Community Manager and remind us!

If you have ideas on better ways for us to collect and track feedback, please let us know! And if you’d like to give feedback without going directly to a CM, you can always send that to xboxambs@microsoft.com. Please tell us your thoughts to ensure that the Xbox Ambassadors program continues to reflect, empower, and support the gamers that make up the Xbox Ambassadors community.